Reemployment Services and Eligibility Assessment (RESEA)
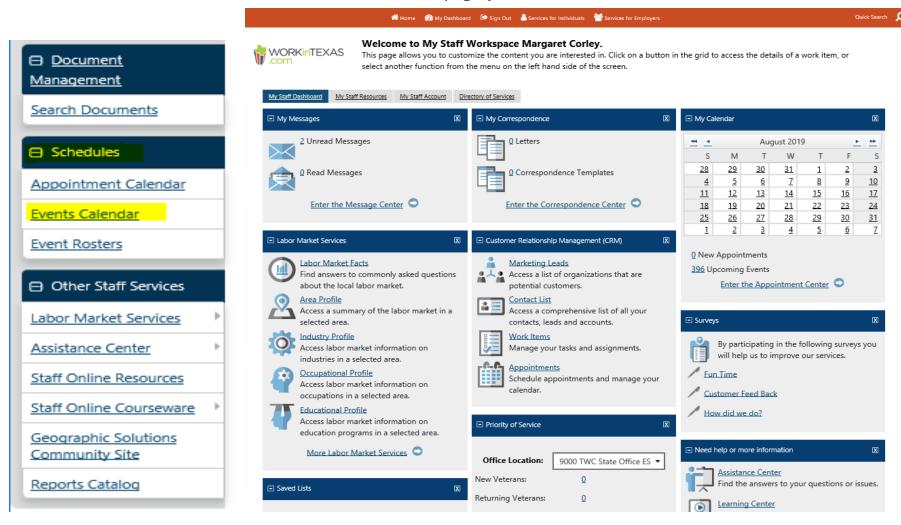## Manage RESEA Attendees Appointment Training

Workforce Technical Assistance

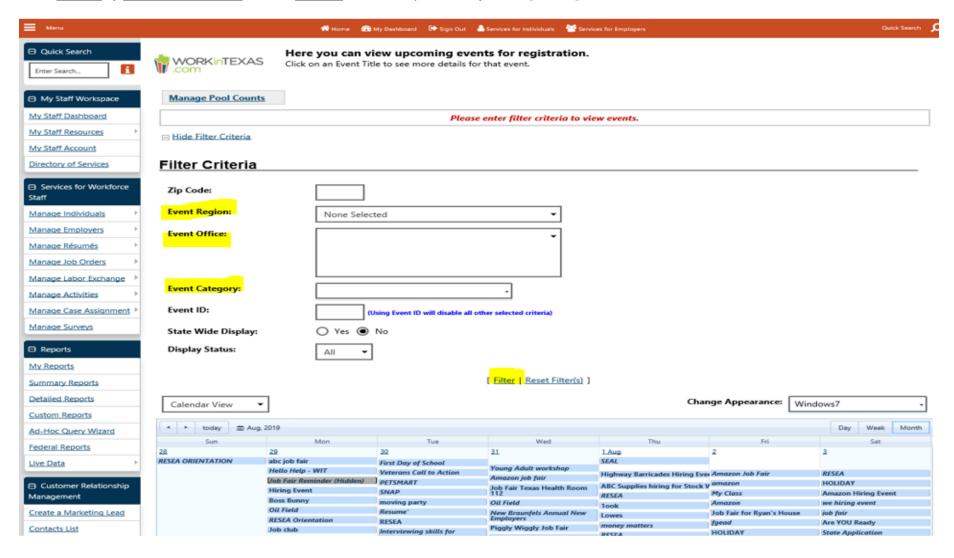August 13, 2019 – Revised 8/22/19

Manage RESEA Attendees Appointment

How to document if Claimant attended, canceled, rescheduled or was a No Show, and to add Counselor Notes
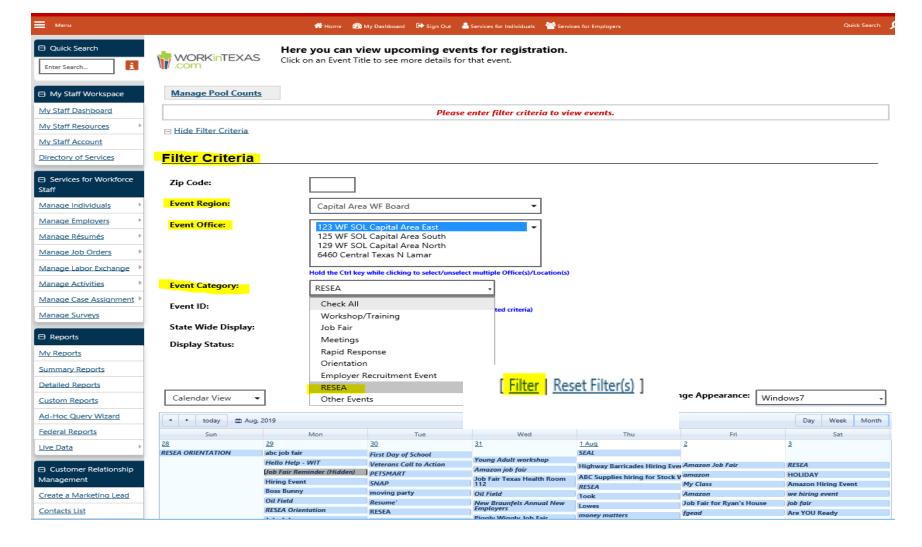
PATH: Schedules > Events Calendar > | Click on Events Calendar |"Filter Criteria" page will display on next page |

Filter Criteria: Staff has the option to enter <u>zip code</u> only (which will populate the <u>Event Region</u> and <u>Event Office</u>) **or** staff may leave zip code blank and choose the correct drop-down for the <u>Event Region</u> and <u>Event Office</u> **|** <u>Event Category:</u> select <u>RESEA</u> from drop-down **|** Click **[Filter]**
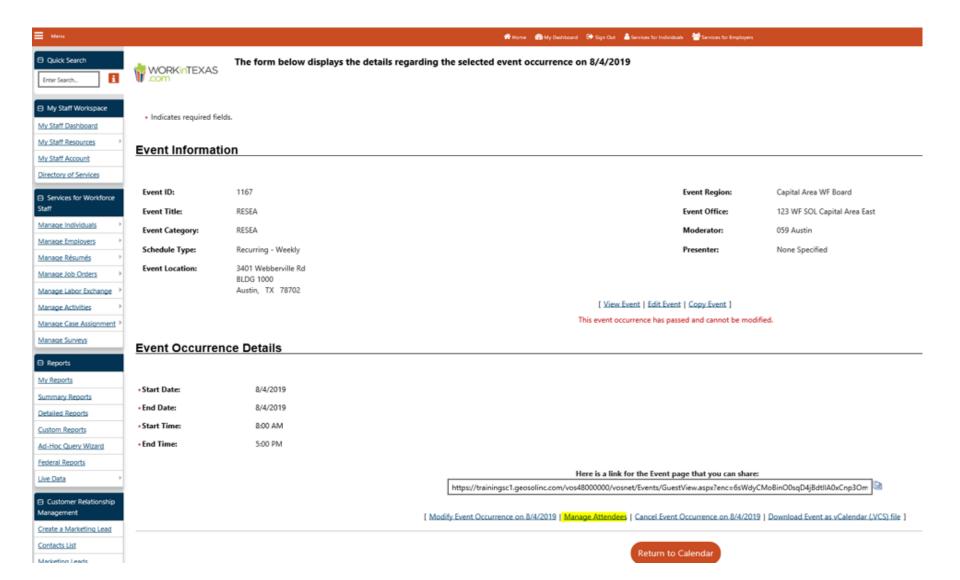
Filter Criteria: cont. **|** This is how the page will display once office information is entered and filtered

View Calendar: In viewing calendar, hover over <u>Event</u> to view Event Information box | **Double click on Event** for Event Information

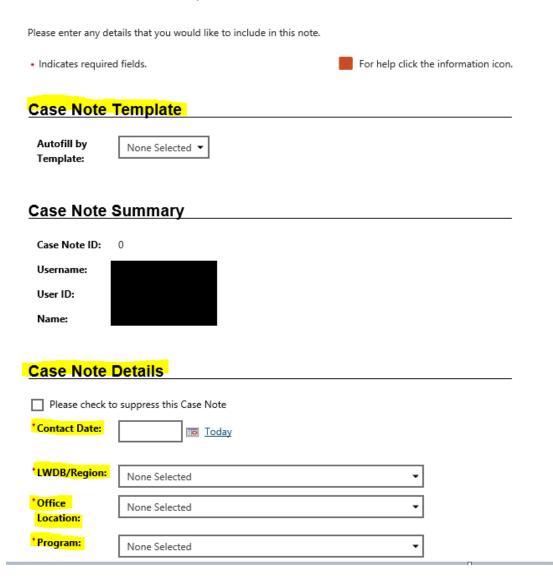## Manage Attendees: | Click on link "Manage Attendees" at bottom of page

Manage Attendees: cont. Under "**Registration Status**" use drop-down to select if claimant Registered, Attended, Canceled, No Show, or was Exempted from RESEA Event | Click on appropriate field **|** If applicable, under the "Action" column select Reschedule and Add Case Note. (optional)

Event Attendee(s)

Total Users: 14 | Registered: 0 | Attended: 6 | No Show: 8 | Other: 0 | Seats Remaining Unlimited

Occurence Date	Attendee	User Type	SSN	Phone	Date Registered	Registered By	WP Status	Registration Status	Action
8/1/2019		Individual	****		7/15/2019 12:00:00 AM	UNKNOWN	P	Registered	Reschedule / Delete / Service(s) / Add Case Note
8/1/2019		Individual	*****		7/15/2019 12:00:00 AM	UNKNOWN	P	None Selected / Registered / Attended / Canceled / No Show / Exempted	Reschedule / Delete / Service(s) / Add Case Note
8/1/2019		Individual	****		7/15/2019 12:00:00 AM	UNKNOWN	**	No Show / No Show Reason / Returned to Work / No show reason is required.	Reschedule / Delete / Service(s) / Add Case Note

If adding a case note, Click on "Add Case Note" under **"Action"** | The Case Note Template Box will appear **|** Enter Case Note Details|

Please enter any details that you would like to include in this note.

* Indicates required fields.   ▢ For help click the information icon.

Case Note Template

Autofill by Template: None Selected ▾

Case Note Summary

Case Note ID: 0

Username: ▮▮▮▮▮

User ID: ▮▮▮▮▮

Name: ▮▮▮▮▮

Case Note Details

☐ Please check to suppress this Case Note

*Contact Date: [   ] 📅 Today

*LWDB/Region: None Selected ▾

*Office Location: None Selected ▾

*Program: None Selected ▾

Registration Status	Action
Registered ▾	Reschedule / Delete / Service(s) / Add Case Note
None Selected ▾	Reschedule / Delete / Service(s) / Add Case Note
No Show ▾ / No Show Reason / Returned to Work ▾ / No show reason is required.	Reschedule / Delete / Service(s) / Add Case Note
Attended ▾	Reschedule / Delete / Service(s) / Add Case Note
Exempted ▾	Reschedule / Delete

Case Notes: cont. | Continued screenshot of Case Note page | Click SAVE

Contact Type: None Selected ▾

*Case Note Description:

[Clear Text]

Message Options

☐ Create Message From Case Note on Save

Case Note Attachment(s)

Listed below are the documents associated with this case note. Click the *View* link below to view that particular item.

Results View: Summary | Detailed
Click a column title to sort.

☐ View Thumbnails

There are no documents for selected search criteria(s). Please change your search criteria.

[Add a Document]

Save   Save&Print   Cancel

Registration Status	Action
Registered	Reschedule
	Delete
	Service(s)
	Add Case Note
None Selected	Reschedule
	Delete
	Service(s)
	Add Case Note
No Show	Reschedule
No Show Reason	Delete
Returned to Work	
	Service(s)
	Add Case Note
No show reason is required.	
Attended	Reschedule
	Delete
	Service(s)
	Add Case Note
Exempted	Reschedule
	Delete